

Images Video News Maps more »

'fractional factorial" performance "call center"

Search

Advanced Scholar Search Scholar Preferences Scholar Help

Scholar All articles - Recent articles Results 21 - 26 of 26 for "fractional factorial" performance "c

All Results

J Swisher

W Kelton

S Jacobson

J Jun

O Balci

[воок] Rath & Strong's Six Sigma Advanced Tools Pocket Guide

AA Stagliano - 2004 - books.google.com

... Randomization 174 Randomized Block Design (Blocking) 175 Fractional Factorial

178 ... we're interested in comparing the average performance levels before ...

Related Articles - Web Search - Library Search

Adaptive Behavior

S Nakrani, C Tovey - Adaptive Behavior - adb.sagepub.com

... We evaluate performance on simulated request streams and commercial trace data. ...

performance quality was a key motivation for our biomimicry algorithm. ...

Web Search

The Future of Continuous Quality Improvement in Health Care

DE Lighter - Principles and Methods of Quality Management in Health Care, 2000 books.google.com

... health professionals—eg, for handling telephone calls in a call center (Hamill and ... Most states monitor hospital performance and make regular reports to state ...

Related Articles - Web Search

[BOOK] The Six Sigma Handbook: A Complete Guide for Green Belts, Black Belts, and Managers at All Levels - all 3 versions »

T Pyzdek - 2003 - books.google.com

... 541 Feedback loops 543 Performance measures 544 Gantt charts 544 ... 618 Full and fractional

factorial 621 Empirical model building and sequential learning 624 ...

Cited by 149 - Related Articles - Web Search - Library Search

Service Capacity Design With an Integrated Market Utility-Based Method

ME Pullman, JC Goodale, R Verma - New Service Development: Creating Memorable Experiences, 2000 - books.google.com

... queuing theory, capacity planning, and organizational performance. ... telephone calls at a call center, for example ... their levels, a fractional factorial design was ...

Cited by 3 - Related Articles - Web Search

Organizational Responses to Customer Complaints: What Works and What Doesn't

M Davidow - Journal of Service Research, 2003 - jsr.sagepub.com

... The importance of linking future market performance with complaint man- agement or organizational responses to customer com- plaints is what is driving current ...

Cited by 34 - Related Articles - Web Search



Result Page: Previous 1 2 3

.

"fractional factorial" performance "ca Search

<u>Google Home</u> - <u>About Google</u> - <u>About Google Scholar</u>

©2008 Google